DOCUMENT RESUME

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ABSTRACT

This student training module provides an introduction to the automotive parts counter trade. (A companion instructor's guide is available separately as CE 032 880; other student modules also are available--see note). The modules are designed to introduce trade knowledge and skills to the student. This module contains a cover sheet listing module title, goal, and performance indicators; study guide/checklist with directions for module completion; information sheets providing background information about the parts counter trade; self-assessment; self-assessment answers; post assessment; and post-assessment answers for the instructor. Topics covered in the module include the history, trends, working environment, employment practices, and wage scale of the automotive parts counter trade. (KC)

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INDIVIDUALIZED LEARNING SYSTEMS

PRE-APPRENTICESHIP PHASE 1 TRAINING

INTRODUCTION TO THE PARTS COUNTER TRADE

CG00183

CE032881

Goal:

The student will be able to identify and briefly explain the history, trends, working environment, employment practices and wage scale of the trade.

Performance Indicators:

The student will complete a Self Assessment and a Post Assessment exam to demonstrate his or her knowledge of the material.

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Study Guide

This guide is to be used as a "blueprint" for the completion of this module. Complete the tasks in the order listed below; place a check by each task as it's completed.

1. ____ Read the Goal and Performance Indicators on the cover of this module.

2. ____ Study the Information section.

3. ____ Complete the Self Assessment and compare your answers with those on the Self Assessment Answer Sheet. Re-study the Information section if you had difficulty with the Self Assessment.

4. ____ Complete the Post Assessment. Turn in your answers to your instructor.

Information

HISTORY

The automobile, a new form of trnasportation around the turn of the century, had far reaching effects into every aspect of American life. Today the automobile industry employs one out of every seven wage earners. In 1900, American manufacturers produced 4,192 automobiles. In 1963, America produced over 9 million cars, trucks and buses. The auto parts industry has grown accordingly, with billions of dollars being spent in new and replacement parts for vehicles. Presently the volume of replacement parts has increased dramatically with people repairing their automobiles rather than choosing to take on the financial burden of buying a new vehicle.

TRENDS

There are currently two major trends within the industry: 1) increased competition; 2) increased complexity. Companies have disappeared or had to merge in order to stay alive. Now there are the Big Three: General Motors, Ford and Chrysler. Each company tries to saturate the market by providing vehicles in every style and price range that the public demands.

The auto parts industry has grown, and competition has become inevitable with the number of new outlets that are appearing. Discount houses are springing up as well as wholesale-retail businesses. The increasing complexity that this competition produces offers more options for the consumer.

WORKING ENVIRONMENT

Working conditions for parts-counter people have improved greatly. Although the work is somewhat seasonal--in the winter time the industry experiences a slow down--overall employment is year around.

Union shops offer employees a means for the settlement of grievances. Overtime pay and premium pay for certain shifts has been established.

For years, the parts department was relegated to a dark corner of the service shop. Now you often find parts-counter people in a prominent part of the store. The parts industry is learning that the parts-counter person is often a public relations employee as well. The parts people have the opportunity to meet the public; they may be the only contact a customer has with a store, so the image portrayed is very important.

EMPLOYMENT PRACTICES

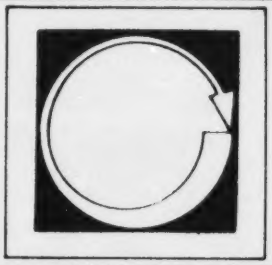
Within the northwest there are relatively few registered apprentices. An applicant needs to find a willing employer to sponsor him or her into an apprenticeship program. School courses in mathematics, science and business are important to be successful. Many shops (union and non-union) have informal training programs.

Parts-counter people often begin their career as delivery people until they acquire the skills to become a shipping and receiving clerk. A shipping and receiving clerk might be promoted to a parts-counter position. Promotional opportunities present themselves to those with the ability to understand mechanical concepts and business practices within this diversified field.

WAGE SCALES

Wage scales for auto parts people are relatively low (approximately $650-$700 entry level), but they are improving. A lack of well-structured apprenticeship programs, the reluctance of some business people to enter into apprenticeship agreements, and low wages have contributed to a shortage of competent, well-trained people. Trained personnel are needed to deal with the volume of items being stocked, elaborate record keeping systems, and the value and complexity of the stock. Apprenticeship and labor agreements are improving the pay scales as well as insuring fringe benefits.

Self Assessment



In the blank spaces provided, write a T if the statement is true, an F if the statement is false.

1. ____ The auto parts industry has decreased in size recently.

2. ____ There is more competition today than in years past in the parts industry.

3. ____ A person doesn't need to understand mechanical concepts to be promoted.

4. ____ The trade pays the highest wages of any trade.

5. ____ A parts counterperson will most likely understand shipping and receiving.

6. ____ Parts counter people are being viewed more and more as public relations employees.

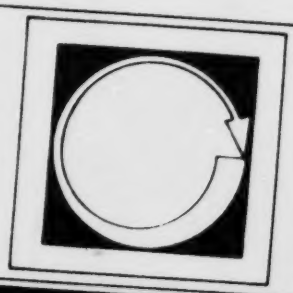
7. ____ There is an increase of work in the winter.

8. ____ Beginners in the trade start right out working on the counter.

Self Assessment Answers

1. F
2. T
3. F
4. F
5. T
6. T
7. F
8. F

Post Assessment



Following each statement or question is a word or words which completes the statement or answers the question. Select the correct one and write its corresponding letter in the blank provided.

1. ____ Parts counter people often begin their careers as
   a. delivery people
   b. management trainees
   c. clerks

2. ____ Wage scales in the trade are
   a. high
   b. terribly high, considering the limited work involved
   c. low

3. ____ In the trade today, the record keeping systems are
   a. unimportant
   b. elaborate
   c. meaningless

4. ____ Parts counter people may be viewed as
   a. overpaid
   b. public relations people
   c. slow

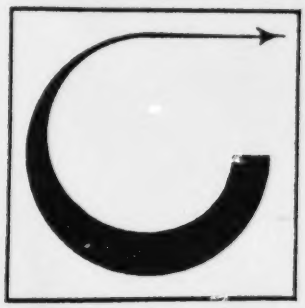
5. ____ To become an apprentice in the trade, you need to
   a. find a willing employer
   b. be able to speak Spanish
   c. be important

6. ____ In the northwest, there are _____ job openings.
   a. 1,000
   b. too many
   c. relatively few

7. ____ The volume of replacement parts for automotibles has _____.
   a. increased a little
   b. increased dramatically
   c. stayed the same for 40 years

8. ____ There are both _____ and _____ shops.
   a. seasonal and non-seasonal
   b. hot and cold
   c. union and non-union

Instructor Post Assessment Answers



1. a
2. c
3. b
4. b
5. a
6. c
7. b
8. c